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March 17, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21N02**

Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles – Front NOx Sensor Warranty Extension

REF: **NEW VEHICLE DELIVERY HOLD - Emission Recall 21E01**
Customer Satisfaction Programs 21N05 and 21N06

Dated: March 17, 2021

PROGRAM TERMS

Vehicles must have Emissions Recall 21E01 completed and claimed in the One Warranty System (OWS) or the Dealer Management System (DMS) before Customer Satisfaction Program 21N02 is activated in OASIS.

This program extends the warranty coverage of the front nitrogen oxides (NOx) sensor for twelve months of service, beginning on the date the powertrain control module (PCM) is reprogrammed under Emissions Recall 21E01. This program only applies if a front NOx sensor fault is detected and it is related to a diagnostic trouble code (DTC) P2201 identified after 21E01 has been performed.

This is a one-time repair program.

Customer Satisfaction Program 21N02 **expires twelve months after Emissions Recall 21E01 is completed** or December 31, 2024, whichever occurs first. Vehicles will no longer be eligible for free service under 21N02 after December 31, 2024 with or without Emissions Recall 21E01 performed. After 21N02 expires, the front NOx Sensor remains covered under the original warranty terms and conditions.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-Series Super Duty	2013-2016	Kentucky Truck	April 16, 2012 through July 03, 2016
Transit	2015-2019	Kansas City	February 10, 2014 through Oct 24, 2019

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In all of the affected vehicles, the onboard diagnostic (OBD) system initially contained a software error that prevented illumination of the malfunction indicator light (MIL) if a certain fault was present in the front NOx sensor. Since the PCM was reprogrammed under Emissions Recall 21E01, the OBD system is now able to detect this NOx sensor fault previously masked by the software error and can light the MIL if this fault is found to be present.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE (continued)

It is possible that a) the upstream/front NOx sensor had a fault during its original warranty period and before Emissions Recall 21E01 was completed, b) the PCM was reprogrammed after January 15, 2020, with an update that already included the corrections included in 21E01 and since then the OBD system has now identified a fault in the upstream/front NOx sensor, and c) the original warranty for the upstream/front NOx sensor has since expired. For customer satisfaction, we are extending the warranty of the upstream/front NOx sensor to cover this possible pre-existing fault situation.

SERVICE ACTION

If a vehicle exhibits MIL illumination with DTC P2201 present and the vehicle is still eligible for 21N02, dealers are to provide a one-time repair of the front/upstream NOx sensor. This service must be performed at no charge to the vehicle owner.

NOTE: Vehicles are only eligible for 21N02 after Emissions Recall 21E01 has been claimed.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed in the second quarter of 2021. For vehicles eligible for 21N02, dealers should repair any affected vehicles that experience an upstream/front NOx sensor fault related to a P2201 DTC, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Customer Satisfaction Program 21N02

Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles – Front NOx Sensor Warranty Extension

OASIS ACTIVATION

OASIS will be activated after Emissions Recall 21E01 is completed and claimed.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed after January 15, 2020, and before the date of the Owner Notification Letter under the conditions noted below. This refund offer expires **June 30, 2022**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

NOTE: Refunds will only be provided for the cost associated with an upstream/front NOx sensor replacement after the PCM was reprogrammed. The PCM must have been reprogrammed on or after January 15, 2020, for this refund to apply. Even if the PCM was previously reprogrammed on or after January 15, 2020, Emissions Recall 21E01 completion and claim submittal is required before 21N02 is activated in OASIS and before refunds can be processed.

Customer Satisfaction Program 21N02

Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles – Front NOx Sensor Warranty Extension

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Front/Upstream NOx Sensor - Includes inspection for a P2201 DTC on Either Super Duty or Transit	21N02B	0.6 Hours
Super Duty FX4 - Remove/Install Fuel Tank Shield to Access Lifting Points	21N02C	0.3 Hours
Super Duty 4X2 and 4X4 (Non-FX4) – Remove/Install Fuel Tank Shield to Access Lifting Points	21N02D	0.1 Hours
Transit - Remove Running Boards if Equipped	21N02E	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION – Refer to Separate Tables per Vehicle**SSSC Web Contact Site:**

To place an order for Front NOx Sensors, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Super Duty Vehicles Only

Part Number	Description	Order Quantity	Claim Quantity
DC3Z-9D378-A	Super Duty – Front/Upstream Tailpipe NOx Sensor	1	1

Transit Vehicles Only

Part Number	Description	Order Quantity	Claim Quantity
CK4Z-9D378-D	Transit - Front/Upstream Tailpipe NOx Sensor	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Less than 2% of the affected vehicle population is expected to require a front NOx sensor replacement.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Customer Satisfaction Program 21N02

Certain 2013-2016 Model Year F-Series Super Duty 6.7L Diesel and 2015-2019 Model Year Transit 3.2L Diesel Vehicles – Front NOx Sensor Warranty Extension

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2013-2016 MODEL YEAR F-SERIES SUPER DUTY 6.7L DIESEL AND 2015-2019 MODEL YEAR TRANSIT 3.2L DIESEL VEHICLES — FRONT NOX SENSOR WARRANTY EXTENSION

SERVICE PROCEDURE

NOTICE: Do not use silicone based sprays or lubricants on any components installed onto or around the diesel exhaust system or intake air distribution and filtering system. Silicone reacts with the Nitrogen Oxides (NOx) sensor and may cause permanent damage to the NOx sensor.

NOTE: Vehicles are only eligible for FSA 21N02 after FSA 21E01 has been claimed.

NOTE: After the 21E01 calibration, it may take several customer drive cycles for the *new* calibration to recognize Nitrogen Oxides (NOx) Sensor faults if present.

NOTE: This service action only applies if a front NOx sensor fault is detected related to a P2201 DTC.

1. Using the appropriate Ford diagnostic scan tool, check for DTC's. Is DTC P2201 present?

Yes - Proceed to Step 2.

No - This FSA does not apply. For all other DTC's, please refer to the Powertrain Control and Emission Diagnostics (PC/ED) Manual for normal diagnostics as required.

2. Remove and discard the front Nitrogen Oxides (NOx) Sensor. Please follow the Workshop Manual procedures in Section 303-14.

3. Install a *new* front NOx Sensor. Please follow the Workshop Manual procedures in Section 303-14.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

